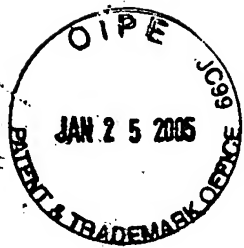


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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit 2642
Examiner Quynh H. Nguyen

In Re: Joseph B. Agusta
Case: P5087C1
Serial No.: 10/603,630
Filed: 06/24/2003
Subject: Method and Apparatus for Skills-Based Task Routing

To the Commissioner of Patents and Trademarks
Alexandria, VA 22313-1450

Dear Sir:

Amendment A